Treat Me Right and Health Education England 2018-2019

Easy read summary

Treat Me Right! is a project formed in 2008 by people with learning disabilities and their families in West London.

They aimed to improve healthcare for people with disabilities after the Death by Indifference report.

We wanted to work with the Health Education England London Community of Practice as they had a lot of success in Kent, Surrey and Sussex.

We said that we wanted to work with advice agencies and community groups because this is usually where people ask for help.
Lots of people need help, but the places they asked didn’t know enough about people with learning disabilities and/or autism to give them the right advice.

There were also a lot of people with disabilities who didn’t have a service. These people were using community services more.

Our aim was to train people from the following teams:

- Citizens Advice
- Carers and staff at carers centres
- Patient Advice and Liaison Service staff (PALS)
- Black and Minority Ethnic (BAME) groups
We wanted to improve people’s knowledge about learning disabilities, autism and health needs.

We also wanted to make sure that families and family knew how to get what they needed.

We thought it was very important that we delivered our training with someone that had a learning disability, autism or both.

That way we could use real life examples of what worked well and what didn’t always work so well.

This information has been developed by Certitude in partnership with Photo Symbols software.
We asked learning disability nurses to get in touch with PALS teams for us. This worked well.

We tried calling, emailing and writing to Citizens Advice but they were very busy.
We didn’t train as many of them as we wanted to.

We contacted over 1000 community organisations in London.

In total, we delivered 95 training sessions.
We delivered to 802 people from 60 different teams.
We delivered this in 27 London boroughs.
Every person who had our training said that they found it helpful.

Family carers told us that they found it helpful to hear from autistic adults. They also found it helpful to hear more about conditions, as often they didn’t have the same word in their language.

They also said they found it useful to talk about the Mental Capacity Act.

Lots of people told us that they didn’t know about sensory issues for autistic people before the training.

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People also said they were pleased to have the chance to ask questions.